

# GT SOLAR 5-YEAR INSTALLATION WARRANTY FOR SOLAR SYSTEMS

At GT SOLAR we guarantee that our workmanship, and the workmanship of our contractors in installing the system along with operation and performance of the system will be free from fault or defect for a period of 5 years commencing from the date of completion of installation. We will repair any defects or faults notified to us within the guarantee period including replacing all or part of the system where necessary within a reasonable time frame at no cost to you. This guarantee is in addition to any other guarantee or warranty you may have from the manufacturer of the system or under any applicable law including the Australian Consumer Law. The guarantees and warranties outside of our additional guarantee may not cover labour costs, travel costs and delivery costs which we will notify you should this be the case and tell you the costs payable. These costs will be payable in advance. During GT SOLAR's guarantee period, we will provide reasonable assistance to you in making any claims against the manufacturer of the System, including by acting as your liaison with the manufacturer.

## Effectiveness

This warranty only comes into effect the day installation is complete. Rectifications of any warranty work will only take effect after all amounts owing in relation to the solar system has been met.

## Exclusions

GT SOLAR's Guarantee will not apply where:

- Fault or defect that is not notified to us within our Guarantee Period
- Fault as a result of something done by you or someone else that is not us or our contractors
- When any alterations to the customer's property which are a necessary consequence for the provision of the installation services
- Fault from the customer's existing electrical installation, wiring or fuse box
- Fault from the system being misused, abused, neglected or damaged after
- Fault caused by vermin, animals or pests
- Damage as a result corrosion, oxidization, discoloration by mould, or the like
- Fault caused by 'acts of God', improper voltage or power surges, accidents or other acts beyond GT SOLAR's reasonable control
- Fault caused to the system by weather or natural events. GT SOLAR recommends that the solar system is covered under a home insurance policy to cover such events.
- Fault arises when the system being maintained is not in accordance with the Maintenance documents
- Damage to the customer's property caused by the solar system failing or breaking
- Or any damage of any kind that was not reasonably foreseeable or that could not have been expected to result from
  - a failure to provide the installation services as required by your agreement with us; and/or
  - the installation services failing to meet any consumer guarantee set out in the Australian Consumer Law.

## Australian Consumer Law Guarantees and Remedies

Our installation services come with guarantees implied or specified under Australian Consumer Law.

In the event of a problem with any of the installation services which is not defined as a 'major failure' under the Australian Consumer Law and which is capable of being remedied, the customer must provide GT SOLAR with an opportunity to remedy the problem at no cost to the customer within a reasonable time frame. In the event of a problem with any of the installation services which is defined as a 'major failure' under the Australian Consumer Law or which is not capable of being remedied, the customer is entitled to one of the following options:

- cancel the agreement with GT SOLAR and receive a refund; or
- receive compensation for the difference in value of the installation services delivered and what was paid for by the customer. The customer is also entitled to compensation for any reasonably foreseeable loss or damage resulting from:
  - GT SOLAR's failure to provide the installation services as required by the agreement with between the customer and GT SOLAR; and/or
  - the installation services failing to meet any consumer guarantees under the Australian Consumer Law.

GT SOLAR will not be liable to the customer for any personal injury or any loss or damage of any kind that was not reasonably foreseeable or that could not have been expected to result from the circumstances set out above.

## What happens after 5 years

In the event of a fault or defect, the customer can still rely on the product warranties provided by the manufacturers of the components supplied as part of the solar system (for example, the 25-year performance warranty associated with Solar Panels). GT SOLAR is your first point of contact and will aid in obtaining warranty resolution from the relevant manufacturer.